



Staff INTERVIEW GUIDE

Applicant _____

Position _____

Date of Interview _____

Interviewer _____

Applicant contact information

What qualities are you looking for in an applicant?

What scheduling availability are you looking for? Is this flexible?

Who referred this applicant?

Notes

REMEMBER

- Select a place that is quiet and free from distractions for the interview. Schedule at least 30 minutes.
- Be welcoming and professional. It is up to you to set a positive tone.
- Plan your questions, but feel free to build off the applicant's answers. The job assessment received with applications from mysubwaycareer.com can be used as a guide.
- Listen: strive to listen 80 percent of the time. Take notes to help you remember details.
- Encourage the applicant to ask questions.
- As independent business owners it is your responsibility to follow all legal guidelines for interview questions.
- After the interview, say thank you and tell the applicant when they can expect a decision.

☐ Written Application
☐ Prepared Interview Questions, including a review of legal interview questions
☐ Employment test/mysubwaycareer.com Job Assessment (if applicable)
☐ Interview Evaluation Sheet

CHECK ALL THAT APPLY



Staff INTERVIEW QUESTIONS

Number rating	Description			
4	Demonstrates experience and knowledge that exemplifies a high level of competency: Expert			
3	Demonstrates experience and knowledge, real life experience, minimum level of skills and success			
2	Has knowledge with no practical experience			
1	Lacks knowledge and experience, has no experience with either QSR customers or teamwork			
0	Fails the question and competency			
CATEGORY	QUESTIONS TO ASK	WHAT TO WATCH FOR	NOTES	RATING
Preparation for Interview	Is the applicant on time? Prepared with pen, references, questions?	Listen and observe the applicant's behavior and demeanor		
Personal Appearance	Is the applicant: Properly dressed? Neatly groomed?	If there are lapses it could indicate a problem with the applicants ability to meet uniform requirements		
Customer Service	1) Describe your idea of excellent customer service. 2) Give an example of bad customer service that you personally have had. How did you handle it?	Asking questions to discover customer needs. Smiling, friendliness, polite and professional demeanor. Describes a situation, indicates courteous, calm and thoughtful behavior		
Ability to Focus/ Flexibility	1) Give an example of a time you had to handle multiple demands or tasks 2) Can you meet the schedule requirements?	Likes to feel challenged, handles stress well, likes to stay busy, can focus; schedule compatibility		
Leadership	1) Describe a situation where others disagreed with you. How did you handle it? 2) Tell me about the last team work (school, work, sports, etc.) activity you participated in.	Takes initiative, diplomatic, looks for ways to improve the situation, positive influence on others, has social skills, can work well with others, excited and enthusiastic about a team environment		
Experience	1) What experiences have you had that would make you successful in this position? 2) May I contact your former employer?	Has skills that relate directly to the position, answers thoughtfully and completely. Has either personal or work experience		
Personal Motivation	1) Describe a goal that you have set for yourself. 2) What did you do at your last job (or school project) that you were proud of?	How was the goal achieved? The goal can be either personal or work related. Takes pride in work and accomplishments		

Additional Questions/Notes



CHECKING REFERENCES

Checking the references of an applicant is a critical part of the selection process. It provides another tool, along with a written application, the mysubwaycareer.com job assessment and a face-to-face interview, to evaluate applicants. There are laws and regulations that protect the applicant, the employer, and the person giving a reference. As with all issues relating to hiring, **know all applicable laws for your area**. Here are some general guidelines to keep in mind:

- Inform the applicant that you will be conducting a reference check. It may be helpful to obtain written approval from all candidates to check their references, as well as a signed release allowing former employers to speak freely without fear of legal liability.
- There is a checkbox on the standard application form giving you permission to call only a current employer. Make sure this box is checked off before calling a current employer since job seeking can place an applicant's job at risk.
- Prepare for the reference check by identifying the information you need to know – **based solely on the requirements of the job**.
- Ask reference only questions that you would ask a candidate: be certain you have a business-related reason for requesting and using the information.
- Understand that many employers, current and previous, are reluctant to give references for fear of being sued. Some businesses have adopted a "name, rank, serial number" policy where only the most basic information, such as verifying employment names and dates, will be given. This can make the process difficult for you and may force you to expand your pool of reference sources.

TYPES OF REFERENCES

Your best sources of helpful information about an applicant are former employers, former co-workers, clients, etc. Past performance is often an indicator of future performance. However, people leave jobs for a variety of reasons; collect as many references as you need to make an informed decision. The second type of reference is a personal reference, someone who knows the applicant outside of a work setting. These are often of limited value since these reference sources can not share any information about on-the-job performance but can give character references. These have limited use since you are obligated to consider applicants on their ability, willingness, and skills to perform a job. However, younger applicants, or those with a limited work history, may have few professional references. But do **take the time and effort to check all references**.

QUESTIONING TECHNIQUES

- Introduce yourself by stating your name, store location and purpose your call.
- Assure the reference that all information obtained will be kept in strict confidence. Note that you cannot reveal to an applicant any information you received in a reference check.
- Begin with factual questions about dates of employment and job title.
- Eventually ask more open-ended questions that will give you insight into an applicant's skills
- Always ask the reason an applicant left and whether they would rehire the applicant.
- Listen closely for tone of voice, enthusiasm and hesitations. These may indicate that additional questioning is necessary. The purpose is to obtain more than "yes" or "no" answers.
- Although a reference may not answer, ask about past job performance problems or disciplinary problems.



TELEPHONE REFERENCE FORM

Applicant _____
Position _____
Date of reference check _____
Name of reference/title _____
Telephone _____

[Applicant] has applied for a position with us as a _____
and has listed you as a former employer. Are you willing to discuss [applicant's] employment?

Dates of employment _____

Applicant's job title and duties

What reason(s) did the applicant give for leaving this position? _____

Did you work directly with the applicant? _____

Was the applicant dependable? _____

How would you describe the applicant's job skills?

How did the applicant get along with co-workers and customers?

Would you rehire the applicant? Why or why not?

Is there anything else I might find helpful in making a hiring decision?

NOTES



EVALUATING THE APPLICANT

Questions to consider:

- Was the applicant appropriately dressed and groomed?
- What can you say about the applicant's skills and experience? If they lack experience, do they appear open to learning new skills?
- Did the applicant appear friendly? prepared? dependable?
- Did the applicant maintain eye contact?
- What did the applicant's body language tell you?
- What are the applicant's strong and weak points?

1) Based on experience, knowledge, education, background, behavior, motivation, hours of availability, does the applicant meet all of the job requirements outlined in the job description?

2) Does the applicant's wage requirement match the position?

3) Can the applicant meet the schedule requirements?

4) How enthusiastic does the applicant seem?

5) Overall assessment of reference checks?

6) Overall evaluation of applicant and areas of concern?

FOLLOW UP

_____ Extend a job offer, and post a team notice

_____ Do not hire

Anticipated start date _____ Salary _____